PERFORMANCE WORK STATEMENT (PWS)

TASK ORDER ID: 5TS12100253
PROJECT TITLE: Enterprise Architecture
CLIENT: United States Department of Agriculture, Farm Service Agency (USDA FSA)
DATE: 28 Jul 10
CONTRACT TYPE: Time and Materials
CONTRACT VEHICLE: Alliant GWAC

1. BACKGROUND / ACRONYMS / SCOPE and OBJECTIVE / APPLICABLE DOCUMENTS.

1.1. Background.

The USDA FSA has established an Architecture and Management Center (AMC) to oversee FSA's Enterprise Architecture and System Development Lifecycle (SDLC). The AMC responsibilities include the definition and execution of Information Technology (IT) policies and standards, IT project management and supporting tools, defining and maintaining FSA's Enterprise Architecture, and implementation of common IT services and applications, and project and source code software repository management.

The FSA has an organizational relationship with three providers which host the IT environments, the Information Technology Service (ITS), National Finance Center (NFC), and National Information Technology Center (NITC). These IT hosting providers support the network backbone for the FSA including physical server administration, networking, application servers, edge servers, firewalls, infrastructure security, software installation, and other related IT infrastructure activities.

1.2. ACRONYMS. Below is a list of acronyms used throughout this PWS.

ADC	Application Development Center in ITSD
ABT	Automated Build and Testing
AMC	Architecture and Management Center in ITSD
AO	Architecture Office in AMC
ARRA	American Recovery and Reinvestment Act of 2009
BPMN	Business Process Modeling Notation
BRM	Business Reference Model
BPR	Business Process Reengineering
CCB	Change Control Board
CIO	Chief Information Officer
CM	Configuration Management
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off-the-Shelf Software
CPIC	Capital Planning Investment Control
DRM	Data Reference Model
EA	Enterprise Architecture
EAD	Enterprise Architecture Division in the Office of the Chief Information Officer
ELAP	Emergency Assistance for Livestock, Honey Bees, and Farm-Raised Fish (Farm Bill Program)
FEA	Federal Enterprise Architecture
FSA	Farm Service Agency
FSAM	Federal Segment Architecture Methodology
GIAC	Global Information Assurance Certification
ISO	Information Security Office in OTC
IT	Information Technology
ITS	Information Technology Service
ITSD	Information Technology Services Division

MOU	Memorandum of Understanding used to establish a work agreement between AMC and other part of the organization.
NAL	Name and Address Listing
NITC	National Information Technology Center
OCIO	Office of the Chief Information Officer
OTC	Operations and Testing Center in ITSD
QC	Quality Control
SDLC	System Development Life Cycle (a.k.a. Software Development Life Cycle)
SURE	Supplemental Revenue Assistance Program (Farm Bill Program)
TOGAF ADM	The Open Group Architecture Framework Architecture Development Method
TP	Enterprise Architecture Transition Plan
TCO	Testing and Certification Office in OTC
USDA	United States Department of Agriculture

1.3. Scope and Objectives. The contractor shall provide professional IT support services. Services may include:

- FSA's Enterprise Architecture definition, maintenance, and reporting.
- Alignment of FSA's Enterprise Architecture with the FEA and USDA Enterprise.
- Candidate architectures research and development.
- FSA's current state application modeling and system inventory management utilizing FSA's standard EA tools.
- Ongoing definition and execution of FSA's SDLC including IT policies processes and standards.
- Architectural and technical oversight engagements with application development teams.
- Continued implementation and process improvements in the automated build and testing environment including definition and use of application quality metrics.
- Software administration of FSA's Enterprise Architecture repository, source code repositories, change management tools, and automated build and testing software including research of alternative solutions, system upgrades, data migration, related process development and customer support.

The objectives include, but are not limited to, the specific items identified in the subsequent paragraphs.

1.3.1. Current state application modeling to include coordination with ITS and other organizations as part of the modeling efforts, maintenance of system inventories, integration with OCIO IT service management processes, configuration management and change impact analysis and reporting on application deployment. A major objective of this effort is to have well documented current state application deployment detail and to provide information to enable sound configuration management. This activity includes capturing FSA's system inventory and providing related reporting capabilities.

1.3.2. Ongoing definition, documentation, and execution of FSA's EA and SDLC policies, processes and standards

1.3.3. Architectural and technical oversight engagement activities include long and short tem participation with application developments teams providing full SDLC support, developer tool support, mentoring, and architectural design and implementation support with consideration for application performance.

1.3.4. Pioneering new techniques and research of standards from the government and industry to implement best practices, refine knowledge, and provide guidance through assisting or providing formal and informal knowledge transfer to the Agency.

1.3.5. Maintenance of the FSA Reference project which is a working example application that demonstrates how software solutions may be implemented according to FSA standards and best practices.

1.3.6. Evaluation of current automated software build processes, recommendation on further adoption and process improvements, definition of metrics to assess value of the automated build and testing process, and ongoing technical support, education, and mentoring to development teams in adoption of automated build and testing tools and processes.

1.3.7. Software administration in support of the EA repository, source code repository, FSA's standard change management tools, and tools used in the automated build and testing environment. Activities include supporting the AMC in selection and adoption of new tools, migration, system upgrades, and ongoing user support and administration.

1.3.8. Continuous agency maturation efforts to identify agency pain points and address these pain points, including process improvements, new process adoption efforts, and tool adoption and support.

1.4. Applicable Regulations and Documents. The following documents (versions current at time of award) are a part of this contract. Succeeding revisions may be substituted or incorporated as required. The Government will provide access to available documents and technical information as required and upon contractor request for the performance of this task order.

- FSA System Development Life Cycle (SDLC).
- Applicable FSA Technical Information Advisory (TIA) documents, Information Bulletins and official memos.
- Other policy, procedural, or technical documentation as the government may deem necessary in order to conduct work under this contract.
- United States Department of Agriculture Office of Procurement and Property Management AGAR Advisory No. 81, Revision (PWS Attachment A)

2. TASK REQUIREMENTS. The Contractor shall provide support for the tasks described in the subsequent paragraphs. The Government representative(s) will provide project-specific tasks assigned through individual work definition forms (PWS Attachment B). The Government representative(s) will provide prioritization requirements for all project specific tasks.

The contractor shall provide training as identified in this PWS. Required training may include both formal and informal training to be provided at the Government facility. It is anticipated that training will not be required by a certified instructor. The contractor will not be required to distribute training materials to participants.

2.1. Enterprise Architecture Support. In accordance with USDA policy, USDA agencies are required to use the Federal EA program which is iterative in nature. Information provided in response to enterprise-level EA activities shall adhere to the format and technologies specified by the FSA Agency Chief Architect. EA support shall include current state modeling, enterprise analysis, target state definitions, and transition plans. In addition, the contractor shall support the continuous maturity of FSA's EA Program through program and process documentation in alignment with the EA Program charter (PWS Attachment C).

General task requirements may include, but are not limited to, those listed below.

- Provide consulting support services to FSA to assist in establishing, documenting, maintaining, and maturing an EA Program that complies with Federal EA guidance, USDA, and unique USDA agency guidance.
- Assist with ensuring that agency-level EA processes and tools support the USDA EA.

- Provide EA practice thought leadership and technical implementation expertise in the design, development, and governance of Service-Oriented Architectures, Web-Oriented Architectures, and Managed Hosting and Cloud Computing Architectures for a large public institution.
- Identify, document, recommend, support, and implement full value from EA automated tools.
- Provide subject matter expertise to ensure products meet enterprise technology standards for conducting, sustaining, and adapting to the business mission.
- Draft, coordinate, maintain and support initial versions of segment architectures for core business and enterprise services, such as Records Management, Workflow and Tracking, Business Intelligence, ERP, Cloud Computing, and Web 2.0.
- Work with the Chief Architect to identify, document, and prioritize candidate business and enterprise services segment architectures.
- Identify and recommend industry best practices, and where feasible, collect existing information on the selected enterprise services segments through documentation reviews, interviews, as well as the knowledge gained by the Contractor during the portfolio analysis process.
- Leverage the FSAM templates and the TOGAF ADM to document and develop or revise segment architectures for the selected enterprise segments. The results of the segment architecture analyses shall be leveraged for the development of revisions to the USDA Enterprise Architecture Transition Plan that in turn will be aligned with the Department's portfolio in order to inform and guide IT investment management.
- Assist USDA OCIO in determining the core USDA architecture data fields and establishing the standard analytic processes that will drive decision-making related to the EA and the portfolio.
- Conduct an assessment of the FSA portfolio from multiple perspectives to identify, document, and support analytic reporting recommendations on architectural alignment, investment composition, segment architectures, changes to the target architecture, and Transition Plan execution monitoring. The analytics processes shall be designed and executed to ensure consistent, coordinated IT decision-making across FSA and USDA. It shall focus on ensuring innovation, the efficient use of IT, reduction of unnecessary duplication, avoidance of cost, optimized information sharing, and interoperability, in accordance with the underlying and consistent theme of having an "actionable EA".
- Provide development and implementation support of the EA TP across departmental, agency, and partner architectural domains at the enterprise, business line, and component levels.
- Identify, document, and support performance goals and metrics for Business Architecture, Information Architecture, Application Architecture, and IT Infrastructure and Technology Support from the business strategy through the implementation and maintenance of the EA Program, as well as the "critical points" and sequence activities of the Enterprise Architecture Transition Plan (TP)

Representative task requirements/activities, may include, but are not limited to, those identified in the subsequent paragraphs:

2.1.1. Business Architecture.

- Provide consulting support services to ensure that IT investments effectively support business requirements, are linked to the agency and Department level Strategic Plans, and provide maximum business value to customers, both internal and external. The business architecture must comply with the guidelines established in the Federal Enterprise Architecture and BRM.
- Work with Information Technology Planning, Architecture and E-Government, and other organizations to complete business and IT architecture planning.
- Provide support for BPR efforts at the agency and Department level(s).
- Assess business drivers and IT capability gap analysis.
- Develop for Government review and approval, IT vision and business/IT alignment statements.

- Establish and document the alignment of business, functional, and IT goals and objectives.

2.1.2. Information Architecture.

- Provide consulting support services for the planning and implementation of a robust data management program that supports USDA and agency Enterprise Architectures as well as conform to the Federal Enterprise Architecture Program's DRM.
- Assist in defining, prioritizing, scheduling and executing steps to establish a framework for Data Management Program(s) including: conducting requirements gathering; assessing the As-Is data management situation; performing gap analysis; developing a To-Be data management program; developing a transition plan; and supporting the data management initiative.
- Support the development and maintenance of comprehensive Data Management Programs that include key components such as data architecture; data dictionary; data models; data and metadata repositories; data stewardship; data quality; data acquisition; data usage; and data retention.
- Work with Information Technology Planning, Architecture and E-Government, ITS, NITC and other organizations for data architecture planning and implementation initiatives.

2.1.3. Application Architecture.

- Conduct application architecture initiatives, such as, identifying and classifying application components according to the specific business and performance objectives they support and the technologies they employ.
- Document and perform analyses of the current application inventory and provide detailed application architecture guidelines to improve both business and technology processes and applications in the interest of integration and cost containment. These analyses may include perspectives such as Gartner Magic Quadrant, interoperability capability, performance and scalability, reliability and availability, application lifecycle stage, and technological risks.
- Provide support to identify and recommend which applications should be delivered, what technologies should be used to deliver them, and how the applications should be designed, deployed and integrated in the most effective and flexible way.
- Support requirements gathering and high-level design for IT application development.
- Analysis of core business activities and business components.
- Support development of business requirements documents.
- Assess and document the alignment of applications/services to USDA/agency programs.
- Work with Information Technology Planning, Architecture and E-Government, ITS, NITC and other organizations to support application architecture planning, implementation, and maintenance.
- Provide support in assessing performance of applications in producing business value and return on investment.

2.1.4. IT Infrastructure & Technology Support.

- Enterprise requirements analyses.
- Work with Information Technology Planning, Architecture and E-Government, ITS, NITC and other organizations to support IT architecture/infrastructure planning, implementation, and maintenance.
- Provide technology assessment evaluation.
- Identify and document hardware and software technology refresh recommendations.
- Review and propose changes to charge-back methodologies.

- Provide support in assessing performance of infrastructure in producing business value and return on investment.

2.2. Maintenance of FSA's SDLC.

Support is required for ongoing maintenance of FSA's SDLC, including but not limited to, standards and process updates, FSA-wide communication of changes to the SDLC, SDLC documentation, and posting website updates. All changes shall adhere to FSA change management processes. Historically, 10 to 20 website maintenance updates are required per month and are performed using Stellent Content Management tools. Additionally, content updates are required for the FSA Architecture SharePoint site and related SharePoint Wiki site as supporting documentation for FSA's SDLC.

2.3. Architectural Engagement Support.

AMC architectural engagement support has varying contractor support requirements. Individuals assigned to engagement tasks may be embedded within project teams for an extended period of time while in other situations they may be available to provide assistance to development teams on an as-needed basis for short durations, for example to assist with specific technical or design issues. In all cases engagement activities are intended to assist AMC in the promotion of FSA's EA SDLC as well as to provide service where needed to application development teams.

2.3.1. Engagement Support. Support requirements may include, but are not limited to, those listed below.

- Assisting the government in clarifying the requirements, deliverables, and milestones of the MOU for the engagements.
- Providing senior level JEE development and architectural expertise for the project engagements.
- Supporting alignment with FSA and USDA standards and processes (e.g. Enterprise Architecture and CPIC).
  - Develop and maintain a collaborative environment within the team designed to build trust and confidence both within the team itself and associated stakeholders.
  - Supporting compliance with FSA SDLC processes and standards by mentoring project teams and providing feedback to the government for process improvements.
- JEE project team support
- Automated build support.
- Automated testing support
- Development tool set up and support.

2.3.2. Process Improvement Tasks. These tasks are generally of a short duration and involve the contractor performing specific tasks to incorporate lessons learned from engagements into FSA standards and guidelines. Task requirements may include, but are not limited to, those listed below.

- Updating the FSA Reference Project. The FSA Reference Project is an example application that incorporates applicable identified standards and best practices of the agency. As standards and processes evolve the reference project shall be updated to reflect the evolution within 30 calendar days of when the Government has notified the contractor that an update is required.
- Drafting or revising policies and standards for coordination and approval.
- Creating, revising and/or delivering project management presentations.
- Documenting common issues encountered and recommended resolution to these common issues.

- Documenting common pitfalls to assist project teams.
- Enhancing the SDLC.

2.4. Software Administration. The contractor shall perform a wide variety of software administration activities. As described in section 1.1, FSA relies on ITS and NITC to provide infrastructure services. As a result, FSA is restricted in its access to physical servers and the operating systems of those servers and in some cases the ability to install and configure software on those servers. For the purpose of this task order, software administration refers to the activities associated with COTS packages resident on the physical hardware. These packages currently include those listed below; however, the packages are subject to change over the lifetime of the resultant task order. The contractor shall support future packages as required.

- IBM Rational Suite.
- Mega Enterprise Architecture Repository.
- FSA's Automated Build and Testing environment.
- Subversion.

In addition, the contractor shall provide technical support for the WebSphere and JBoss application server environments.

Activities to be performed include, but are not limited to, the following activities:

- Assisting AMC with the development of related policies and best practices.
- Providing users with technical support.
- Notifying AMC management and users of problems and resolution of such problems administering directories.
- Planning and testing disaster recovery procedures.
- Monitoring and reporting on performance.
- Coordinating with the OTC for databases if needed.
- Coordinating with ITS and the NITC for network and server maintenance/patches.
- Coordinating with the ISO for server access procedures.
- Synchronizing data between distributed locations.
- Reviewing support documentation and updating or creating customized documentation as necessary.
- Perform software maintenance.

All tools are subject to change over the life of the resultant task order. At the time of initial task order award, the tools currently in use at FSA include, but are not limited to, those identified in the subsequent paragraphs. Task requirements may include, but are not limited to, those listed in each of the subsequent paragraphs.

2.4.1. Enterprise Developer Tool Administration. The IBM Rational Tool Suite is FSA's current solution for software development tools. All components of the Rational suite require the following:

- On daily basis and as necessary based on migration activities, product upgrades, and other software administration changes, the Contractor shall provide related training, application support, project design consulting, and documentation.
- On a monthly basis, provide a report of the Rational toolset floating license utilization including volume usage as an input to the annual product licensing analysis.
- Develop and implement, with team lead and COTR or authorized client representative approval, backup/recovery processes for all Rational environments.

Task requirements for the components of the Rational Tool Suite may include, but are not limited to, those listed the subsequent paragraphs:

2.4.1.1. Rational ClearCase.

- On a daily basis, process user support requests to manage views, activities, and access control.
- Monitor user activities on a daily basis and make process improvement recommendations to project teams as problems areas are discovered.
- On a daily basis, respond to user requests for assistance related to minor recovery tasks such as reinstituting deleted versions, resolving failed deliveries, failed rebases and baseline tasks.
- As problems occur, coordinate with ITS point of contact on Clearcase errors and resolutions.
- Creation of new projects, streams, and merges when necessary.
- On a quarterly basis in addition to ongoing monitoring activities, archive and/or remove outdated projects, streams, activities with application team's approval.

2.4.1.2. Rational Developer Tools.

- Provide support for crashing applications, licensing issues, etc.
- Coordinate with technical support or help desk when necessary.

2.4.1.3. Rational ClearQuest.

- Process user requests to manage user and project additions, changes, and deletions.
- Modify and implement schema changes and design/deploy reports, report formats, as assigned by the Rational Change Control Board.

2.4.2. Enterprise Architecture Repository Administration.

Mega is FSA's current solution as the enterprise architecture repository tool. Many of the Mega related tasks shall be performed in collaboration with or under the guidance of the Enterprise Architecture and Configuration Management teams. All changes to the environment shall be approved by the Government team lead and authorized client representative. The tasks identified below are representative, but not all inclusive, of key activities that the Mega administrator shall perform in support of the EA and CM team.

- Perform user administration tasks including Mega module access rights and license control.
- Perform standard repository administration tasks including updates to the Mega product, deploying software patches, data migration, and related administration duties.
- Identify, develop, document, and support implementation of process to address promotion of changes of various repository levels through production. The Contractor shall interface with the Government team lead to determine a schedule for this implementation.
- On a daily basis, as part of normal monitoring activities, validate and reinforce modeling standards and guidelines including development of modeling handbook. Provide report to client task lead on a monthly basis to determine actions to be taken.
- Manage repository security with attention given to various audiences and potentially confidential or sensitive information.
- Coordinate with ITS, NITC, and other organizations in terms of administering, merging, or combining repositories. These activities shall occur on a regular basis, at least weekly but more often if required.
- Prepare and present formal and informal presentations to various levels of the organization and provide formal and informal training to end-users. Formal training

shall be scheduled. Informal training shall occur on an as-needed basis based on interactions with end-users.

- Develop and document standard and ad hoc reports and other processes to automate Mega functionality as needed. Requests shall be approved by the Mega Change Control Board and prioritized by the Government lead.
- Implement and manage the Mega Advisor product and develop and document processes to refresh the data as required. Government lead will collaborate with Contractor to establish implementation schedule.
- Contractor shall interface with the Government lead to establish requirements and schedule to customize Mega Advisor based on FSA requirements, establish user roles to support data confidentiality, and provide Advisor user guide and related training.
- Work with Mega vendor to resolve product and implementation problems.
- At least quarterly, review support documentation and update or create customized documentation as necessary to reduce support demand.

2.4.3. FSA's Automated Build and Testing environment is currently supported by the following Tools:

- Build automation – Maven.
- Repository management software – Nexus.
- Continuous integration build software – Hudson.
- Security scanning software - Ounce (aka IBM's Application Scanning for Source Code product).
- Source code repository – Subversion.

The Automated Build and Testing tools requiring administrative support include those listed in each of the subsequent paragraphs. On a quarterly basis, the contractor shall review support documentation and update or create customized documentation as necessary for all of the Automated Build and Testing tools. On a quarterly basis, the contractor shall review releases and patches and collaborate with the Government lead as required to recommend and implement upgrades.

2.4.3.1. Nexus.

- The contractor shall interface with ITS and NITC points of contact on at a least weekly basis, or as needed based on urgency of problems, to coordinate server maintenance, backups, restores, and resolving related issues.
- Due to ongoing and frequent problems involving access to the Nexus environment, the contractor shall collaborate with the Government lead and ITS contact to resolve and manage access control as problems occur.
- Coordinate with ITS and NITC for allowing access to industry standard Maven repositories (as IP addresses change, etc).

2.4.3.2. Hudson Build Software, including Maven, and Ounce Security Scanning Software.

- Coordinate with ITS and NITC for server maintenance, backups, restores, and resolving server issues.
- Collaborate with the Government lead and ITS contact to resolve and manage access control as problems occur.
- On a daily basis, support application developers to resolve build failures due to server issues (such as configuration problems, network communication problems, etc.).

2.4.3.3. Subversion Administration.

- Coordinate with ITS and NITC for server maintenance, backups, restores, and resolving related issues.
- Due to ongoing and frequent problems involving access to the Subversion environment, the Contractor shall collaborate with the Government lead and ITS contact to resolve and manage access control as problems occur.
- On a daily basis, support application developers to manage source code (creating new projects, branching, tagging, merging, etc.) as required.
- On a daily basis, assist application developers with minor recovery tasks (such as reinstituting deleted versions, resolving issues with creating a tagged version, etc.).
- As part of daily monitoring process, identify and remove outdated projects with approval of the application owner.
- The contractor shall support source code repository consolidation efforts from Clear Case and other existing repositories to Subversion. To accomplish this activity, the contractor shall interface with application teams and schedule consolidation activities.

2.5. OPTIONAL Training Support. If exercised, the contractor shall provide training services. AMC requires support in the development of a comprehensive training program. Activities shall include, but are not limited to, the following:

- Development of a comprehensive training program related to all of AMC's mission areas including enterprise architecture, SDLC, and tools and technology.
- Curriculum development.
- Providing training using various approaches including formal classroom training, informal sessions, technical user group training, web-based training, and others.
- Development of related training documentation and other content.
- Scheduling of training.
- Communication with all levels of FSA regarding related training needs and opportunities.

2.6. Specific Experience and Expertise. The contractor's quote shall include the resumes of the proposed key staffing, documenting personnel expertise and experience available to support this requirement. Documented experience and ability to demonstrate knowledge/skills/abilities with the items (i.e. technologies, organizations, systems, processes, etc.) listed below is highly desirable for the contractor staffing proposed to complete the task activities. While each individual contractor employee may not possess skills, expertise, and experience in each area identified in the subsequent paragraphs, the Government requires that the overall contractor staff possess the aggregate skills, expertise, and experience in each of the areas identified to successfully complete all task requirements. All contractor personnel shall be capable of working independently.

2.6.1. General Skills Requirements.

- Requirements analysis including Use Case development, business rules development, user interface design/prototyping, and process modeling.
- Systems analysis and design including sequence diagramming and object modeling.
- Software implementation including all aspects of coding, unit testing, and integration testing.
- Change and configuration management for software applications.
- Project management experience.
- Documentation expertise including user and system documentation.
- Expert oral communication and writing skills.
- System Development Life Cycle standards, processes, and activities.

2.6.2. Toolsets and Related Skills Requirements. Toolsets used for software development include, but are not limited to, the following:

- IBM Rational Suite of Tools (including IBM Rational AppScan for Source tool).
- Eclipse IDE.
- Microsoft SQL Server.
- Oracle.
- WebSphere.
- JBoss.
- IBM MQSeries Messaging.
- Other toolsets as adopted by FSA.

2.6.3. Enterprise Architecture Skills. As identified in PWS paragraph 2.1, expertise in Enterprise Architecture is required to support all of the objectives and activities identified. In addition, expert skills shall include, but are not limited to, the following:

- Expert working knowledge of the Federal Enterprise Architecture (FEA) standards, principles, and guidance.
- Business Process Modeling Notation (BPMN).
- Current and future state modeling.
- Blueprinting.
- Service Oriented Architecture.
- Segment Architecture Development.
- Business Process Re-engineering.
- Data Management and the FEA Data Reference Model.
- Knowledge of Business layer through IT Infrastructure layer.

2.6.4. Architectural Engagement Skills. Expert architect level skills are required to support the Architectural Engagement tasks identified in paragraph 2.3. The contractor shall actively participate, mentor, and in some instances, be embedded with project teams and shall utilize all of the skills required to support FSA software development activities. These skills shall cover the full spectrum of software development from requirements gathering and analysis through production deployment. Engagement team members shall have the general skills identified in 2.6.1, 2.6.2, and 2.6.5. The contractor shall provide personnel with highly developed interpersonal and oral and written communication skills.

2.6.4.1. A minimum of 50% of the contractors assigned to support engagement requirements shall possess a current Global Information Assurance Certification (GIAC) or equivalent certification in secure coding practices at the time of quote submission or shall obtain such certification within six months of the start of the base period of performance. Contractor personnel assigned to the task order after the base period of performance start date shall satisfy the certification requirements within six months of the assignment date. For reference, see USDA memo dated June 2, 2008 titled “Secure Coding Requirements” and USDA memo dated August 27, 2009 titled “Extension and Clarification of Secure Coding Requirements”.

2.6.5. Java Application Development Skills.

- Expert Java / JEE development.
- Expert Enterprise Java Bean (EJB) development.
- Java Messaging Service (JMS).
- SQL.
- HTML.
- Java Server Pages (JSP).
- Struts.

- Jasper Reports.
- JUnit.
- ClearCase.
- SubVersion.
- Other products as adopted by FSA.

2.6.6. Software Administration Environment. Required skills include expertise in administering and providing support for the environments identified below.

- IBM Rational suite of tools including ClearCase, ClearQuest, ,and Rational Software Architect.
- SubVersion code repository - version control software.
- Mega Enterprise Architecture repository - FSA's enterprise Mega Repository suite of modeling tools.
- Automated build and testing tools including Nexus, Hudson, Maven, Nexus, and Ounce.
- Eclipse software development platform.
- JBoss application server.
- IBM WebSphere application server.
- Additional or changed COTS software mandated by the USDA or FSA.

3. QUALITY. Both the contractor and Government have responsibilities for providing and ensuring quality services, respectively.

3.1. Quality Control. The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The Contracting Officer (CO) will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the QCP (at no cost to the Government) should the incorporated plan fail to control the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:

- A description of the inspection system covering all services listed.
- The specification of inspection frequency.
- The title of the individual(s) who shall perform the inspection and their organizational placement.
- A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

On-site records of all inspections conducted by the Contractor are required. The format of the inspection record shall include, but is not limited to, the following:

- Date, time, and location of the inspection.
- A signature block for the person who performed the inspection.
- Rating of acceptable or unacceptable.
- Area designated for deficiencies noted and corrective action taken.
- Total number of inspections.

3.2. Quality Assurance. The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP) and the Service Delivery Summary (SDS). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformity with performance and technical requirements. Government quality assurance will be

conducted on behalf of the CO. The Contracting Officer Technical Representative (COTR) will be appointed to coordinate the overall quality assurance of technical compliance.

4. DELIVERABLES. Deliverables and due dates are identified in subsequent paragraphs.

4.1. Contractor Submission. Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based procurement system, Information Technology Solutions Shop (ITSS), and to any other destination(s) as required per the Government's request. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite to include MS Project as required.

4.2. Government Review. Government personnel will have 10 workdays to review deliverables (to include resubmissions) and provide written acceptance/rejection. The authorized client representative and/or COTR will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

4.3. Deliverable and Data Rights. All test materials, documents, notes, records, software tools acquired, and/or software modified or produced by the contractor under this PWS shall become the property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the Government quarterly and upon termination of the contract services or expiration of the contract period.

4.4. Monthly Invoice. The contractor shall provide a monthly invoice to be submitted simultaneously with the monthly status report. The invoice shall include but not be limited to:

- Labor hours expended. The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
- Timecards. The contractor shall provide a copy of each employee's timecard/sheet. The timesheet shall identify the contractor employee name and number of hours claimed per day.
- Travel costs.
- Supporting documentation for travel costs. Invoices including travel costs shall include supporting documentation as required by the Federal Travel Regulation (FTR) (receipts for all costs $75.00 or greater). Invoice submissions including travel costs shall include completed travel expense sheets for each trip for each employee. The required travel expense sheet format is provided via PWS attachment D.
- The contractor shall comply with line item (per individual positions) billing requests.

4.5. Monthly Status Report. Monthly status reports shall include status of work definition forms, schedules, deliverables, current and cumulative task funding status (direct labor and travel funding status to be reported separately as required), risks and risk mitigation techniques, outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues. The report shall identify milestones and deliverables completed and progress towards major milestones and deliverables. The report shall identify activities and deliverables planned but not completed including the government acknowledgement and approval of the incomplete work. Status of work definition forms shall include a summary description and schedule of all work definition forms completed during the reporting period, all work definition forms currently on-going during the reporting period and all known work definition forms assigned for future reporting periods. The monthly invoice shall be submitted simultaneously with the monthly status report.

4.6. Monthly Work Plan Report. Short and long term work projects shall be planned on a monthly basis identifying projected activities to be accomplished for the next period of performance. The planning activities shall be performed jointly with the client task lead and shall result in a government approved plan of milestones and deliverables to be accomplished during the next monthly period of performance. Longer term milestones and activities shall continue to be included for future planning efforts. The approved monthly plan will be used by the client task lead as input into the preparation of work definitions. Monthly work plan reports shall be completed according to the deliverable matrix below and shall identify all of the work planned for the upcoming month including major milestones, risks, and deliverables for each task element.

4.7. Deliverable Matrix. As applicable, the delivery dates shall be based on the approved work definition forms and approved project plans as updated after the completion of the analysis phase for each project. If a delivery date falls on a Federal holiday or Saturday or Sunday, the deliverable due date shall be the next scheduled federal workday. The deliverable due time shall be on or before COB (1700) the day the deliverable is due unless otherwise stated within this PWS.

Deliverable/Description	Due Date
Kickoff Meeting Briefing.	No later than (NLT) five days of the period of performance start date.
PWS Project Management Plan	No later than 20 days after task order award.
Weekly Status Report including issues log identifying all major accomplishments.	The last scheduled work day of each week.
ARRA Reporting	Quarterly reporting in adherence to all ARRA Recipient reporting requirements. More information on ARRA reporting requirements is located at www.federalreporting.gov.
Standard SDLC work product deliverables and other project specific deliverables as required.	To be defined in the work definition form or to be determined at the time the project specific task is assigned to the contractor.
Monthly Status Report	The 15th calendar day of the month following the reporting period.
Monthly Work Plan Report	Due 5 business days prior to month end.
Monthly Labor Hour Report detailing hours billed by resource to each task requirement and projected for remainder of performance period.	Shall be included as an appendix to the monthly status report.

4.8. Other Reporting Requirements. In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COTR as soon as possible. Verbal reports shall be followed up with written reports, when directed by the COTR, within 24 hours.
- The contractor shall provide, in writing to the COTR, the results of all meetings with the client that affect and/or change conditions or result in additional agreements or requirements. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

5. PERFORMANCE.

5.1. Work is to be accomplished through the General Services Administration (GSA), Federal Acquisition Service (FAS), Great Lakes Region, through its contract with the selected contractor.

Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the approved technical and cost quotes, and all amendments. The client's representative, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representatives, and the contractor's representative may meet at the place determined by the client representative and GSA representatives.

5.1.1. Kickoff Meeting. Within five days of the period of performance start date, the Contractor shall initiate work on this contract by meeting with key client agency representatives to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the Contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.

5.2. Period of Performance. The base period of performance will be 23 Sept 2010 through 22 Sept 2011. The contractor's quote shall also include four option periods based on a calendar year, which may be exercised at the client's request based upon the Government's continuing need, past performance and funding availability.

5.3. Place of Performance. The primary place of performance shall be in Government facilities at the 6501 Beacon Drive Kansas City, MO; 8930 Ward Parkway Kansas City, MO; or the National Capital Region. The contractor may perform task related activities at contractor facilities within the local area when required and authorized by the Government. Reimbursement for local travel is not authorized.

5.3.1. Travel. The contractor shall also perform travel between the primary places of performance and non-local facilities as required during the performance period of this task order. The COTR shall approve all non-local travel prior to costs being incurred via ITSS. Travel requests, to include projected costs, shall be submitted in ITSS to enable COTR approval no later than five workdays prior to travel. Travel will be handled, to include the reimbursement of expenses, in accordance with the terms and conditions of the contract and the Federal Travel Regulation guidance. All non-local travel arrangements will be the responsibility of the contractor including, but not limited to, airline, hotel, and rental car reservations. The contractor should make all efforts to schedule travel far enough in advance to take advantage of reduced airfares. The contractor shall stay in Government furnished lodging as available. The contractor shall include a $15,000 travel allowance (subject to modification) in the cost quote

5.4. Hours of Work. On-site contractor support shall be available during customer agency normal operating (0700 - 1700). Work shall generally consist of 40-hour workweeks, Monday through Friday, excluding federal holidays. The contractor personnel shall observe all Federal holidays. The contractor shall provide for non-standard duty hours support on an as required basis. Non-standard duty hours or additional hours or times for work to be performed shall be coordinated with the COTR or authorized client representative.

5.4.1. Contingency ("on-call") Support. The contractor shall provide 24x7 on-call contingency support. The contractor shall include 40 hours for government authorized on-call contingency support. On-call contingency support shall be coordinated with the

authorized local Government point of contact and the contractor's designated on-call support point of contact. On-call contingency support shall be provided within one hour of notification to the contractor's designated individual. The contractor shall assess the cause, determine the scope of the problem, advise the appropriate Government organization, identify and implement action for problem resolution, and provide an estimated restoration time. The contractor shall provide a single point of contact for all on-call contingency support.

5.5. Personnel Retention. The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace personnel, the Contractor shall immediately notify the COTR in writing of any potential vacancies and shall make every effort to submit the resume(s) of replacement personnel within 14 calendar days of the notification. The Contractor shall submit the resume(s) of all potential personnel selected to perform under this contract to the COTR through ITSS for Government review and acceptance/rejection. Upon Government acceptance of a resume(s), the candidate shall be available to begin performance within 14 calendar days. Prior to the submission of resumes, the contractor shall ensure that the candidate(s) satisfy the applicable security requirements to reduce staffing delays. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

5.6. Estimated Staffing Level. The Government estimates that the base year plus four option years will involve an approximate level-of-effort delineated below in terms of Full-Time-Equivalent (FTE) positions. The total annual number of labor hours for each FTE position shall be 1,920. The offeror shall staff this order with only those personnel possessing qualifications and experience requirements which reflect an ability to perform all responsibilities for the labor category(s) specifically quoted by the offeror to satisfy the requirements of this PWS.

This estimate is being provided to offerors to be used as a "guide" designed to assist in developing the staffing plan and subsequent cost quote. Offerors may reflect a different number of personnel and a different number of labor hours from those provided in this planning estimate. The planning estimate is not intended to limit any offeror's ability to submit alternative solutions to accomplish task requirements. However, if an offeror quotes differs significantly from those in this planning estimate; then, the offeror is instructed to provide a detailed description to explain the rationale for the deviation. Failure to provide a detailed explanation of any significant variations, will impact the Government's evaluation of the offeror's solution.

It is anticipated that the workload will fluctuate based on fluid schedule requirements; therefore, the contractor shall include provisions for optional support (listed as additional positions in the matrix below) throughout the task order life cycle. The actual time frame for the optional support implementation will be dependent upon actual scheduling requirements.

Support Area	Period	Initial Positions	Additional Positions to be Proposed in (1) FTE Increments	Potential Total FTE
2.1 - Enterprise Architecture (EA) Support				
2.1.1 - Business Architecture - EA Project Manager	Base	1	0	1
2.2.2 - Information Architecture	Base	4	0	4
2.1.3 - Application Architecture (ARRA Funds - 2 FTE)	Base	2	0	2
2.1.4 - IT Infrastructure & Techology (ARRA Funds - 1 FTE)	Base	1	0	1
2.2 - SDLC Maintenance	Base	0.5	0	0.5
2.3 - Architectural Engagement				
Engagement Team Lead	Base	1	0	1

Cust Dev Engagement (ARRA Funds -1 FTE)	Base	5	0	5
AAPL Engagement (ARRA Funds - 2 FTE)	Base	2	0	2
SAP Engagement	Base	0	0	0
Tools and ABT (ARRA Funds - 2 FTE)	Base	2.5	0	2.5
Tools and ABT	Base	1	0	1
2.4 - Software Administration (ARRA Funds - 1 FTE)	Base	2	0	2
2.5 - Training Support	Base	0	0	0
Totals	Base	22	0	22
2.1 - Enterprise Architecture (EA) Support				
2.1.1 - Business Architecture - EA Project Manager	OP#1	1	0	1
2.2.2 - Information Architecture	OP#1	4	1	5
2.1.3 - Application Architecture	OP#1	2	0	2
2.1.4 - IT Infrastructure & Technology	OP#1	1	0	1
2.2 - SDLC Maintenance	OP#1	0.5	0	0.5
2.3 - Architectural Engagement				
Engagement Team Lead	OP#1	1	0	1
Cust Dev Engagement	OP#1	5	1	6
AAPL Engagement	OP#1	2	0	2
SAP Engagement	OP#1	0	0	0
Tools and ABT	OP#1	2.5	0	2.5
Tools and ABT	OP#1	1	0	1
2.4 - Software Administration	OP#1	2	0	2
2.5 - Training Support	OP#1	0	0	0
Totals	OP#1	22	2	24
2.1 - Enterprise Architecture (EA) Support				
2.1.1 - Business Architecture - EA Project Manager	OP#2	1	0	1
2.2.2 - Information Architecture	OP#2	4	6	10
2.1.3 - Application Architecture	OP#2	2	1	3
2.1.4 - IT Infrastructure & Technology	OP#2	1	1	2
2.2 - SDLC Maintenance	OP#2	0.5	0	0.5
2.3 - Architectural Engagement				
Engagement Team Lead	OP#2	1	0	1
Cust Dev Engagement	OP#2	5	1	6
AAPL Engagement	OP#2	2	1	3
SAP Engagement	OP#2	0	6	6
Tools and ABT	OP#2	2.5	0	2.5
Tools and ABT	OP#2	1	0	1
2.4 - Software Administration	OP#2	2	0	2
2.5 - Training Support	OP#2	0	1	1
Totals	OP#2	22	17	39
2.1 - Enterprise Architecture (EA) Support				
2.1.1 - Business Architecture - EA Project Manager	OP#3	1	0	1
2.2.2 - Information Architecture	OP#3	4	6	10
2.1.3 - Application Architecture	OP#3	2	1	3
2.1.4 - IT Infrastructure & Technology	OP#3	1	1	2
2.2 - SDLC Maintenance	OP#3	0.5	0	0.5
2.3 - Architectural Engagement				
Engagement Team Lead	OP#3	1	0	1
Cust Dev Engagement	OP#3	5	1	6
AAPL Engagement	OP#3	2	1	3

SAP Engagement	OP#3	0	6	6
Tools and ABT	OP#3	2.5	0	2.5
Tools and ABT	OP#3	1	0	1
2.4 - Software Administration	OP#3	2	0	2
2.5 - Training Support	OP#3	0	1	1
Totals	OP#3	22	17	39
2.1 - Enterprise Architecture (EA) Support				
2.1.1 - Business Architecture - EA Project Manager	OP#4	1	0	1
2.2.2 - Information Architecture	OP#4	4	6	10
2.1.3 - Application Architecture	OP#4	2	1	3
2.1.4 - IT Infrastructure & Technology	OP#4	1	1	2
2.2 - SDLC Maintenance	OP#4	0.5	0	0.5
2.3 - Architectural Engagement				
Engagement Team Lead	OP#4	1	0	1
Cust Dev Engagement	OP#4	5	1	6
AAPL Engagement	OP#4	2	1	3
SAP Engagement	OP#4	0	6	6
Tools and ABT	OP#4	2.5	0	2.5
Tools and ABT	OP#4	1	0	1
2.4 - Software Administration	OP#4	2	0	2
2.5 - Training Support	OP#4	0	1	1
Totals	OP#4	22	17	39

6. GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS. The government will provide the following resources to the contractor for task performance:

   - The Government will provide workspace at a government facility for a maximum of funded positions identified in paragraph 5.6
   - The Government will provide all necessary normal office equipment (office work area, telephone, access to fax, computer, e-mail account, software, network access, etc.).
   - The Government will provide certain data processing ADP equipment and software, as it may deem necessary, to the contractor for the exclusive purpose of performing the services as defined in the task order.
   - The Government will provide access to available technical information (i.e. standard configuration, USDA directives, etc.) as required and upon contractor request for the performance of this task order.
   - All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.
   - All documented processes, procedures, tools and applications, developed under this PWS become the property of the Government. The Government shall have unlimited rights to these documents. Modification and distribution of end products for use at other installations will be at the discretion of the Government.
   - All text, electronic digital files, data, new capabilities or modification of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The information shall be returned to the Government unless otherwise specified herein.

7. SECURITY.

7.1. Clearance. All contractor personnel assigned to this task shall have had a successfully adjudicated National Agency Check with (Written) Inquiries (NACI). All contractor personnel shall comply with the specific security requirements identified in PWS attachment E.

7.2. Identification of Non-Disclosure Requirements.

Due to the sensitive nature of the data and information being worked with on a daily basis, all contractor personnel assigned to the task order are required to complete the Government provided non-disclosure statement (PWS attachment F) within 30 calendar days after task order award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COTR.

The component parts of this effort and reports are expected to contain highly sensitive information that could act as a guide for hostile entities to cause harm to the USDA's critical infrastructure. Any such information made available in any format shall be used only for the purpose of carrying out the provisions of this agreement. Such information shall not be divulged or made known in any manner to any person. The Contractor shall immediately notify the COTR and FSA PM upon discovery of any inadvertent disclosures of information. The Contractor shall not retain any information regarding vulnerabilities, to include summaries, the actual vulnerability report, etc., after the performance period end date. All information arising from this task, both hard copy and electronic, shall be returned to the government at task conclusion.

7.2.1. Given the nature of the professional IT support services that are required, it is imperative that safeguards be in place to ensure procurement integrity and Government functions are maintained. Individuals performing under the resultant task order may often have advance knowledge of requirements and the procurement of those requirements (development, design, analysis, etc.). Information generated in the performance of the resultant task order is not to be released or reviewed outside the Governmental sphere. Quotes in response to this RFQ must address the safeguards to be implemented within the company organizational structure. Each quote shall provide sufficient documentation to detail policy and procedures to ensure that all information acquired while performing under the resultant task order as a technical expert advisor is retained within the Government and is not shared within the company. This requirement is necessary to ensure any contractor performing under the resultant task order will retain eligibility for future consideration. This limitation is governed by the scope of services provided.

7.3. Privacy Act. Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section *552a* and applicable agency rules and regulations.

7.4. Safety. The contractor shall comply with all local safety regulations and procedures in effect at the respective installation locations.

8. ADMINISTRATIVE CONSIDERATIONS

8.1. Government Representatives:

Client Representative
Stephen Risker
U.S. Department of Agriculture
Farm Service Agency
6501 Beacon Drive
Kansas City,MO 64133
stephen.risker@kcc.usda.gov

GSA Contracting Officer's Technical Representative

Wendi Borrenpohl
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5806
wendi.borrenpohl@gsa.gov

GSA Contracting Officer
Mara Shultz
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5808
mara.shultz@gsa.gov

8.2. Procedures for Payment.

8.2.1. Performance Based Payment Percentages. The attached SDS is provided to identify the performance objectives and respective payment percentages based on relative importance to total task performance. This document also identifies the Government's proposed surveillance assurance methodology.

8.2.2. Submission. Invoices are due no later than the 15th calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client representative and the COTR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel ordered by GSA and provided in direct support of the client's project requirements. In addition, the contractor shall submit an electronic copy of the invoice to the GSA finance web site by the 15th calendar day of the month following the reported period. The GSA finance submission shall not be submitted prior to the ITSS submission.

8.2.3. Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.

8.3. Personal Service. The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

8.4. Section 508. All services and products, to include systems and applications, developed and provided in response to the requirements identified in this document shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and IT (EIT) Accessibility Standards (36 CFR part 1194).

8.5. Pricing Terms. All pricing and pricing terms of this purchase will be governed by the GSA Alliant GWAC. No open market items allowed, except for travel other direct cost (if required). The contractor's quote shall also contain the GSA Alliant contract number and contract expiration date. Discounts from contract prices are encouraged.